In the claims:

All claims standing for examination are reproduced below. No amendments are made to the claims or specification in this response.

1-7. (Cancelled)

8. (Original) A method for establishing a remote agent station from a call center, comprising steps of:

(a) implementing a dial-up data link between a computer platform at the remote agent station and a CTI processor connected to a telephony switch at the call center, wherein enabling the data link includes a log-in procedure, and wherein once established, the connection may be renewed after being broken by a reduced log-in procedure;

(b) receiving incoming calls at the call center;

(c) determining to switch a selected one of the incoming calls to an agent at the remote agent station;

(d) placing a call from the call center to a telephone at the remote agent station via a telephone line connected to the telephone;

(e) detecting the incoming call by a TAPI-compliant device connected to the computer platform at the remote agent station and to the telephone line to the telephone at the remote agent station, initiating thereby a dial up of the data link with the reduced log-in procedure;

(f) switching the selected incoming call to the remote agent station;

(g) retrieving data associated with the selected incoming call from a database at the call center; and

(h) forwarding the data associated with the selected incoming call to the computer platform at the remote agent station via the open data link.

9. (Original) The method of claim 8 wherein the CTI processor at the call center and the computer platform at the remote agent station each have a modem connected by a telephony line to a telephony network, and in step (e) the data link is established by the computer platform dialing up the CTI processor through the telephony network.

10. (Original) The method of claim 9 wherein the telephony network is a publicly-switched telephony network..

11. (Original) The method of claim 8 wherein the CTI processor at the call center is adapted as an Internet server, and in step (a) the data link is established by the computer platform at the remote agent station dialing up an Internet service provider and establishing an Internet connection to the CTI processor.

12. (Original) The method of claim 8 wherein, in step (h), the data forwarded is displayed as a screen pop on a video display connected to the computer platform at the remote agent station.

13. (Original) The method of claim 12 wherein the screen pop includes a script for the agent at the remote agent station.

14. (Original) The method of claim 8 wherein first control routines executing at the CTI processor and second control routines executing at the computer platform at the remote agent station are adapted to cooperate over the data link to provide call center services to the agent at the remote agent station.

15-25. (Cancelled)